

# CLIENT SATISFACTION SURVEY



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Date: 09.09.2023

Doc.Title	AEW-F-37	Revision:	03
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## Dear Customer!

We kindly ask you to evaluate our service

Please rate your level of satisfaction with each item by marking the corresponding column in the table.

- 5 - completely satisfied
- 4 - mostly satisfied
- 3 - average satisfaction
- 2 - mostly dissatisfied
- 1 - not satisfied at all

Customer:

(organization name / applicant name / organization name or applicant name)

Received service:

- Certification of welders/operators / Certification of welders/operators
- Inspection of welding procedures (welding procedure qualification) / Inspection of welding procedures (welding procedure qualification)

№	Evaluation object	Evaluation				
		1	2	3	4	5
1	Response time to your questions/requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Communication style of AEW MTÜ employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Qualification and competence of AEW MTÜ employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Compliance of AEW MTÜ staff with principles of impartiality and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Timeframe for receiving certificate or WPQR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Adequacy and quality of information on AEW MTÜ website <a href="http://www.aew.ee">www.aew.ee</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments and suggestions

Date: \_\_\_\_\_

Form filled out by \_\_\_\_\_  
(Name, signature)

We thank you for participating in the survey and kindly ask you to send the completed questionnaire to the address [info@aeew.ee](mailto:info@aeew.ee)

**Thank you for your time!**